

Let me give you some background information of the situation. I have been a T-mobile customer for about 11 years, since the company was called Voicestream. Month after month I pay my bill in full and on time and therefore I would consider myself a valuable customer. Now I purchased the Sidekick 4g in May, about a month after its release. The phone didn't work from the start. I wanted to return it but the sales women convinced me to give it another try and get an exchange. I get the new phone and the same problems were occurring: the phone would randomly freeze, turn off, send repeat messages etcetera. Let me establish that it is not T-mobile fault for the phones problems. The manufacture makes the phones not T-mobile; however, the way that T-mobile handled the situation can be classified as poor and inexcusable. When the 3rd sidekick came in the mail I was praying it was the end of my troubles, and sure enough the next day it was no different than its predecessors. At this point I was getting very frustrated and so I contacted customer loyalty who said they could not replace the phone because it was now a "known issue." When I demanded the problem to be resolved they transferred me to technical support who told me that the problem was most likely due to a faulty battery and it needed to be replaced. When I heard this I responded positively and requested them to send me one as soon as possible. The associate then informed me that I would have to go purchase the battery on my own and that T-mobile cannot do anything else for me. I then asked if the battery would definitely solve my problems and she responded with possibly. At this point I was getting very irritated, 3 phones in 3 months and on the phone with T-mobile almost every other day. I called customer loyalty again and demanded an exchange. They finally agreed and sent me a G2, which was my only option. When I received the phone it had clearly been dropped and scraped and I was furious. I had paid for a new phone and signed a 2 year contract, what I got in return was not a new phone, but an outdated phone I did not want. I called back and demanded to speak to a manager. The first manager I spoke with was incredibly rude. I insisted on returning this G2 for the money I paid for the sidekick and for my contract to be renewed. Any decent person would see that as a reasonable and even modest request. I just wanted to go back to square one, not even receive compensation for the headache that the past 3 months had cost me. The manager then told me that he would not do this for me because I was being unreasonable. He said that I should just go and sell the G2 on the side or online because it was worth much more than my refund would be. I could not believe a T-mobile supervisor was telling me to go do something that was against the contract they made me sign and was not going to help me out in any way. After pleading and debating energetically he agreed to renew my contract so I could get an early upgrade. With only half my request accepted I was not giving in. When I requested my refund he said although he has the authority to grant this request he was refusing. When I asked why he reported that if all 41 million customers were demanding a refund it would cost the company billions of dollars. I then claimed that I am not all the customers I am just one consumer, and secondly if all 41 million customers are demanding a refund then the company is doing something wrong. After the supervisor threatened to hang up on me, the valued customer, I moved on to his boss. Speaking to the next supervisor did resolve much more. So I again requested higher up on the chain of command. By the fourth manager, she informed me that as far as T-mobile was concerned the problem was resolved. Excuse

me; I said, as far as myself, the customer is concerned the problem was not resolved. She then tried to inform me that it is not T-mobile but it is the manufacture. I do not pay the manufacture a monthly payment, I pay T-mobile. I then said let me tell you a little story: when I called to cancel my subscription with T-mobile a few years ago you offered me everything and more. Whatever I wanted I got, free phones, cheaper plans, more minutes, you kissed my ass. Now, however, when I am in contract you want no part of me. I then requested when my contract expired and told her to write down that date and to cancel my subscription on that date. She then said well we don't want to have that come to this but there is nothing that she can do. I responded with not what you can do but that you are willing to do. If a company isn't willing to lose a hundred dollars for a customer, then I don't want to be associated with that company. I, however, believed I had come too far and invested too much of my time so I requested her boss. She said that she would contact me within 72 hours. Now, 6 days later and still no phone calls. Did the consumer get screwed again? You tell me. When you see a commercial for prices that are half of other cell phone providers think to yourself if half the price is worth half the customer service and not to mention half the service. Out of all my friends my phone is always the one that doesn't get service. Now I am angry with T-mobile not AT&T, I have never been there customer. But I hope that the merger between AT&T and T-mobile does not get passed because it will just open the door for the giant monopoly to take complete advantage of the consumer. If they are not taking care of their customers now, what makes you think they will once they have a monopoly over the consumers? Customer service is a big thing in today's market. It was the reason my loyalty was with T-mobile. When things go wrong, and they will, you want a company to take care of you, not leave you hanging. I guess it's like they always say, "IF YOU DON'T TAKE CARE OF THE CUSTOMER SOMEONE ELSE WILL!"